



Richmond Refinery | Incident and Injury Free

## **4Q Proactive Event:**

### **Near Miss Reporting and Hand Safety**

**Week 1 Discussion Topic: Introduction and  
Definitions**

**October 11, 2010**

# IIF Proactive Quarterly Events



This quarter will we be discussing Near Loss reporting, hand safety, and provide a review of our previous proactive events.

- We won't be adding a new task or procedure.
- We will be talking about why these topics are important to us personally.





# Week 1. Deliverables

- Today: Introduce the 4Q Proactive event and define Near Losses.
- At the end of the 4th Quarter:
  - Enhance the knowledge of Near Losses and increase Near Loss Reporting at Richmond Refinery.
  - Share why we feel hand safety is important.
  - Review key learning from our Quarterly proactive events.



# What is a Loss?

A loss includes (but are not limited to) the following:

Physical Injuries

Equipment Damage

Unplanned repairs and maintenance



# What is a Near Loss?



A Near Loss (also know as a Near Miss) is an event which, under slightly different circumstances or if left unmanaged, could have resulted in a loss.

Near Losses include all unsafe working conditions and unsafe behaviors.

# How are Near Losses currently being reported?



If a near loss has been identified, the person who identified the near loss is responsible for documenting and submitting the loss or near loss information.

Near losses can be submitted:

1. into the IMPACT ERM database,
2. verbally to a supervisor,
3. anonymously through the TOP program,
4. by completing a Near Miss "Green" Card – *preferred for Contract Partners.*
5. An alternative method for near loss reporting is in development.

## In IMPACT ERM:

1. Click Add First Report
2. Choose your Org.
3. Select Near Loss
4. Click Create First Report of Near Loss
5. Enter Supervisor
6. Enter Short Description
7. Enter Date/ Time
8. Enter Weather
9. Enter Long Description
10. Enter Corrective Actions taken
11. Click Review
12. Click Save

[FIRST REPORT  
INSTRUCTION SHEET](#)

# Discussion



- Why do you think a discussion topic related to Near Misses is important?
- Has anyone in the room experienced a Near Loss?
- Do we need to document them?

Listen to Chuck Braxton's personal story



# Take 5 to Recognize

Proactive Engagement takes courage. . . . .



## Take 5 to Recognize



Purpose – Meaningful, personal recognition done on a regular basis.

When – Select a recurring team meeting and include a short topic on recognition.

Why – We have many great things happening and people deserve to hear that people see and appreciate their efforts.

How – Identify a pinpointed task or behavior that had a positive impact on our business or our work environment. Share it with your team.

“Who Did What?” and “Here’s Why It Made a Difference.” All who hear the recognition can share the recognition with the receiver if they were not present to hear it.



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## **4Q Proactive Event:**

### **Near Miss Reporting and Hand Safety**

**Week 4: Discussion Topic – Hand Safety**

**November 1, 2010**





# Discussion Topic

## Hand Safety

- Today: Provide an overview and specific ways to prevent hand injuries.
- At the end of the 4th Quarter:
  - Enhance the knowledge of Near Losses and increase Near Loss Reporting at Richmond Refinery.
  - Share why we feel hand safety is important.
  - Review key learnings from our Quarterly proactive events



# Highlights on Hand Safety



Richmond YTD Hand injuries (as of 9/29/10)	
1 <sup>st</sup> Aid	OSHA Recordable
22	4

- [Portable Power Tool Hazard checklists](#)
- [RSIP Resources](#)



# Discussion




Have you (or someone you know) ever experienced a near miss or injury to the hand?

Do you believe it was preventable?

## LOSS PREVENTION SELF ASSESSMENT

BEFORE BEGINNING ANY ACTIVITY/TASK/JOB, AFTER A LOSS OR NEAR LOSS, ANY UNUSUAL CIRCUMSTANCES:

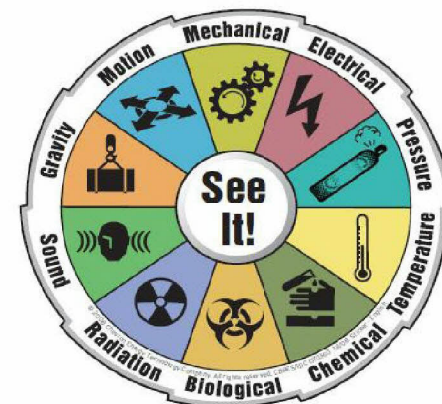


**ASSESS** the risk!  
What could go wrong?  
What is the worst thing that could happen if something does go wrong?

**ANALYZE** how to reduce the risk!  
Do I have all the necessary Training and Knowledge to do this job properly?  
Do I have all the proper Tools and Personal Protective Equipment?

**ACT** to ensure loss-free operations!  
Take necessary Action to ensure the job is done properly!  
Follow written procedures! Ask for assistance if needed!

**DO NOT PROCEED UNLESS ALL RISKS HAVE BEEN ADDRESSED!**  
For Everyone • Every Day • All the Time





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## **4Q Proactive Event:**

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**Week 4: Discussion Topic – Completion**

**December 13, 2010**



# Completing 2010 Well and Launching 2011 Powerfully



**1. The purpose of this conversation:** The purpose of this conversation is to take a few minutes at the end of this year to reflect on our 2010 Safety accomplishments and acknowledge what worked for us so that we can intentionally build on those strengths going forward.

Also, the conversation provides the opportunity to reflect on what was missing for our team regarding safety, what aspect of our performance regarding safety are we dissatisfied with, and to have an authentic conversation around what we intend to do differently, or newly, in order to get a better result in the New Year, 2011.

# Completing 2010 Well and Launching 2011 Powerfully



## **2. Team Lead/Facilitator Guide:**

Conversation set up The conversation should take approximately 20 minutes. It should be conducted in an open environment without note taking or high pressure agenda items. People need to feel comfortable, yet focused. Limit outside distractions. Create an environment that supports *listening* by everyone.

- Share the purpose of the conversation with the team.
- Ask people to give serious thought to the questions being asked and to respond thoughtfully to them.
- Request that people do not react harshly or defend quickly in response to other people's sharing....silence does not mean you agree or disagree with others...but, rather, listen for what others are trying to communicate. Ask questions for clarity if needed.
- Encourage everyone to speak. Be aware of the conversation being dominated by a few out spoken individuals. Everyone's thinking is important and valued.



# 2010 Completion Questions and Goal Setting



*Ask the following questions in the order that they appear below. Request that people stay focused on each question and complete it before moving on to the next.*

**Question #1:** As we look back on 2010, what do you feel proud of regarding our safety performance and Incident and Injury Free culture this year? Also, how were we being as a team that allowed us to accomplish this?

**Question #2:** Is there a specific person or group that provided exceptional support to our team to help us achieve the answers to #1 above that we would like to acknowledge? (If yes, take an action for a later time to identify what the team could do to thank those individuals.)

**Question #3:** As we reflect on 2010, what do you feel particularly dissatisfied with regarding our safety performance and Incident and Injury Free culture this year? What was missing for us as a team that would have made the biggest difference had it been present?

**Question #4:** As we look forward to 2011, what do we want to do differently or newly as a team that will result in unprecedented safety performance and IIF culture? (Capture action-able responses on a flip chart or whiteboard so they can be placed on an agenda and addressed at the earliest available Team meeting).

*Happy New Year!*



Thank you for participating our 4Q Proactive event.

Questions or comments can be directed to the  
[Richmond IIFLT email](#).



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